Solution Scenario| (e.g. Go Original Cyber Cafe with 100 PCs)

1. 100% PCs have Genuine Microsoft Windows and Microsoft Office Licenses, but no Rental Rights

   This Go Original Cyber Cafe has all 100 PCs with genuine MS Microsoft Windows and MS Microsoft Office, they need to invest only in Rental Rights for Microsoft Windows and Microsoft Office. So, they would buy

   - 100 licenses Microsoft Windows Rental Rights (66J-08481) and
   - 100 licenses of Microsoft Office Rental Rights (79P-02695).

2. 100% PCs with Genuine Microsoft Windows, no Microsoft Office, looking to buy 50 PCs next month. They also plan to have 20% of their PCs with Office.

   This Go Original Cyber Cafe has all 100 PCs with genuine MS Microsoft Windows, they would buy:

   - 20 licenses of Microsoft Office 2007 Professional Plus (79P-00123)
   - 100 licenses Microsoft Windows Rental Rights (66J-08481)
   - 20 licenses of Microsoft Office Rental Rights (79P-02695).

   They would also buy ONLY genuine OEM version of Microsoft Windows in the future purchase of 50 PC. At that time they would buy:

   - 50 licenses Microsoft Windows Rental Rights (66J-08481)
   - Additional licenses of Microsoft Office 2007 Professional Plus (79P-00123), as required
   - Additional licenses of Microsoft Office Rental Rights (79P-02695), as required

3. 100% of PCs Genuine, Microsoft Office not Genuine. Their Microsoft Rental Rights agreement has expired in March 2009.

   This Go Original Cyber Cafe has all non-genuine MS Microsoft Office and also has an expired MSRA, they would first delete all non-genuine versions of the MS Microsoft Office from the PCs and buy:

   - 100 licenses Microsoft Windows Rental Rights (66J-08481)
   - Additional licenses of Microsoft Office 2007 Professional Plus (79P-00123)
   - Additional licenses of Microsoft Office Rental Rights (79P-02695).

4. 50% of PCs with Genuine OEM (No RRA), 50% PCs unlicensed, Microsoft Office not required

   Since this Go Original Cyber Cafe has only 50PCs with genuine MS Microsoft Windows, they would need to first legalize the other 50 PCs and also buy Rental Rights for all the PCs. They will buy:

   - 50 licenses of GGWA Microsoft Windows 7 Professional (FQC-02867)
   - 100 licenses Microsoft Windows Rental Rights (66J-08481)

PROGRAM CONSTRUCT

5. WHY IS MICROSOFT RE-PRICING MICROSOFT WINDOWS AND MICROSOFT OFFICE FOR GO ORIGINAL CYBER CAFES IN CERTAIN MARKETS?

The Go Original Cyber Cafe offer is Microsoft's response to one of Go Original Cyber Cafe consumers' unmet needs: a desire for a secure and dependable computing experience in a shared PC space. By improving the consumer experience with secure software and services, peoples' productivity on the PC improves, thereby increasing their technical skill – which is good for ongoing education, job search and overall personal technology-supported interests.

Go Original Cyber Cafes are a viable partner to reach many underserved consumers who want to use technology, but cannot afford to own a PC. Based on Microsoft's response to consumer needs for secure/ dependable computing in an Go Original Cyber Cafe, we have priced and packaged a valuable offer that is relevant and affordable for an Go Original Cyber Cafe owner to offer it within their store.

6. YOU'VE BEEN TARGETING GO ORIGINAL CYBER CAFES FOR THE PAST THREE YEARS. WHAT'S THIS NEW PUSH ABOUT?

In its efforts to reach the next billion people in underserved markets with technology, Microsoft has consistently had a strategy for Shared Access computing. Go Original Cyber Cafes serve a majority of this space and therefore warranted the focus of the effort. Understanding the Go Original Cyber Cafe ecosystem and the consumers that use it for technology access is important when addressing their needs. To learn, Microsoft has executed select pilots, which cumulated in a local effort in Thailand in 2008 to drive a broad scale offer for Go Original Cyber Cafes. From the pilots and our work in Thailand, Microsoft is now able to deliver a scalable offer that is delivered across multiple markets.

7. IS THIS SIMPLY A WAY TO GAIN SHARE FOR THE COMPANY?

Microsoft Unlimited Potential Group was formed to reach the next billion people in underserved markets with technology. This mission is based on our desire to increase ICT skills, while gaining new share for the company.

8. IS THE GO ORIGINAL CYBER CAFE OFFER REALLY GOING TO INCREASE ICT SKILLS? HOW WILL YOU MEASURE THAT?

By responding to consumers' needs to have a secure and dependable computing experience, Microsoft believes that partnering with Go Original Cyber Cafes is an affordable and relevant method for delivering positive technology experiences. It's intuitive to relate a positive consumer experience on an Go Original Cyber Cafe PC to the potential they will come back and continue usage of the PC. With continued usage, PC skills will only increase, thereby aiding the consumer for education, work or personal aspirations where technology is important for success.

9. IS THE GO ORIGINAL CYBER CAFE OFFERING A LEGALIZATION CAMPAIGN?

No, the Go Original Cyber Cafe Offer is not a legalization campaign – although it certainly helps to drive legal software usage agendas for local governments and vendors like Microsoft. The highest priority of the Go Original Cyber Cafe Offer is to develop a partnership with Go Original Cyber Cafes as a channel to deliver a secure and dependable computing experience to millions of new technology users. To successfully partner, Microsoft has responded to unmet Go Original Cyber Cafe needs of affordability and relevancy and therefore the Go Original Cyber Cafe offer includes both affordable licenses and Go Original Cyber Cafe-specific solutions to help them grow profitability, deliver a desirable customer experience and improve their competitive position.

10. WHICH GOVERNMENTS HAVE SIGNED UP TO THIS PROGRAM? WHAT ARE THEY TRYING TO DO?

We are working with national and local governments across the board to create awareness and support for the *Cybercafe Program*. Since components of this program like IPR, digital literacy and safe computing are of national importance, government partnership is an integral component to the rollout strategy.

11. HOW MANY GO ORIGINAL CYBER CAFES DO YOU ANTICIPATE REACHING WITH THE GO ORIGINAL CYBER CAFE OFFER IN FY10?

The program is scalable and is designed to address 100% of the Go Original Cyber Cafes. All eligible Go Original Cyber Cafes can take advantage of this program in FY10.

12. IS THE CYBERCAFE PROGRAM A ONE-TIME OFFERING?

No, the overall *Cybercafe Program* is designed towards developing a lasting partnership with Go Original Cyber Cafes includes both Go Original Cyber Cafe-specific solutions and affordable licenses. These are designed to help you grow profitability, deliver a desirable customer experience and improve your competitive position. Microsoft will continue to deliver new solutions that will help the participating Go Original Cyber Cafes differentiate themselves competitively.

Within the program there is another component that includes a promotional offer for existing non-genuine PCs – This is a one-time (single purchase) ONLY promotional offer to get 100% of your existing PCs on genuine Microsoft licenses. Go Original Cyber Cafes would also agree that all future new PC purchase will be with genuine OEM pre-install (non-promotional pricing), which is the most cost effective way to acquire genuine Microsoft licenses

13. HOW DO YOU DEFINE AN GO ORIGINAL CYBER CAFE?

Go Original Cyber Cafe is a businesses or entity, whose primary business purpose is to provide on-site internet access by use of its desktops to the general public ("Go Original Cyber Cafe") for a small access fee.

14. Will Go Original Cyber Cafes have to meet any specific criteria to avail this offer? Is there some sort of an Go Original Cyber Cafe eligibility list and who creates it?

Yes, the Go Original Cyber Cafes will need to appear on a local Go Original Cyber Cafe Eligibility List that Microsoft has developed in partnership with local government, Go Original Cyber Cafe associations or business agencies in their markets. The Anti-Piracy Lead within each subsidiary creates and maintains the Go Original Cyber Cafe Eligibility list. For more information on how the list is maintained, please contact the local Microsoft contact.

15. Is the eligibility lists a way for Microsoft and enforcement agencies to find rogue Go Original Cyber Cafe owners running pirated software and punish them unless they purchase genuine Microsoft software?

The Go Original Cyber Cafe eligibility list consists of Go Original Cyber Cafes whom are registered with the local government or credible business agencies. Microsoft's objective in partnering with local government is in response to consumer needs for a secure and dependable computing experience in Go Original Cyber Cafes and to Go Original Cyber Cafes need for affordable, relevant solutions. Fundamental to any partnership is being on the right side of law. And the list is the list of registered Go Original Cyber Cafes with governments or recognised associations

16. What if an Go Original Cyber Cafe does not fit the Eligibility criteria?

They will not be eligible for the Go Original Cyber Cafe Offer.

17. What if a Government or other business entity that is not in the eligibility list want to purchase and participate in the Go Original Cyber Cafe Offer?

Only if the account is in the Go Original Cyber Cafe eligibility list, they qualify for the offer. If they do are not in the eligibility list, contact your local Microsoft Anti-Piracy Manager who on the basis of merits of the case will be able to address these requests appropriately.

18. Will Go Original Cyber Cafes be thought of badly or penalized if they don't sign up?

Microsoft does not penalize Go Original Cyber Cafes who do not engage in the Go Original Cyber Cafe Offer. Ultimately customers will choose an Go Original Cyber Cafe that provides a safe and dependable experience. Government and Associations will help educate people to go to genuine and rich experience Go Original Cyber Cafes so that they are safe. Over time the economic laws of supply and demand will determine which Go Original Cyber Cafes are profitable and grow based on consumer response.

Microsoft recommends that Go Original Cyber Cafes be on the right side of the local law and statutory requirements, as being fundamental to any partnership.

19. Aren't the Go Original Cyber Cafes that have already paid for genuine software and run reputable businesses being penalized for good behavior while the others are being rewarded for bad behavior?

Microsoft recognizes them and thanks them for their business. They can partake in components of the Go Original Cyber Cafe offer that they don't have today, including Microsoft Office, security and other value-add services as well like steady state, digital literacy tools, billings tool, helping them with marketing etc. If they so desire. Also, we will extend them the Microsoft Office offer and also new perpetual Rental Rights at subsidized prices.

20. WHAT ABOUT THE OTHER GO ORIGINAL CYBER CAFE BUSINESS AND MARKETING RESOURCES AND THE END-USER CONTENT IN THE OFFER? HOW WILL GO ORIGINAL CYBER CAFES ACQUIRE THESE COMPONENTS?

The Go Original Cyber Cafe Business and Marketing Resources and End-User Content will be available for download via a Microsoft Go Original Cyber Cafe website, localized in the market-specific language.

The local website http://www.icafegsk.com/ms-MY/ will require Go Original Cyber Cafes to sign in with a Live ID and complete the request access form. Resellers will support Go Original Cyber Cafes through this process of download and implementation of the resources in the Go Original Cyber Cafe business.

21. I HEARD THAT THE DEFAULT SETTINGS TOOL IS DIFFICULT TO INSTALL – WILL GO ORIGINAL CYBER CAFES HAVE ANY SUPPORT FROM MICROSOFT TO USE THIS TOOL?

Go Original Cyber Cafes can enter into a Marketing Agreement which includes an obligation to set specific PC defaults, shortcuts and icons. The Go Original Cyber Cafe owner has many options in how to set them including using the Default Settings Tool, which is available free of charge from Microsoft. Because Microsoft partners will help Go Original Cyber Cafes ensure that they meet all of their marketing agreement obligations, partners can support the Go Original Cyber Cafe should they chose to use the Default Settings Tool.

22. WHAT IF AN ORDER IS PLACED FOR AN GO ORIGINAL CYBER CAFE THAT IS NOT ON THE ELIGIBILITY LIST?

Microsoft will reject the order. Distributor is responsible for communicating the rejection to the Reseller, who in turn will communicate it to the Go Original Cyber Cafe.

To avoid rejections, it is recommended that the resellers and distributors validate that the Go Original Cyber Cafe is present on the eligibility list that is maintained by local Microsoft team, before placing an order. Order rejections cause avoidable customer dissatisfaction issues as well as reflects badly on the resellers or distributors if it recurs frequently.

23. WHAT ARE THE BENEFITS OF GENUINE MICROSOFT SOFTWARE

- Protection against viruses and worms
- Microsoft product support
- Access to latest Microsoft updates
- Access to upgrade options at a discount
- Worry-free from legal action

24. What is the term length? Are re-orders allowed?

The term length is perpetual. No re-orders are allowed of Microsoft Windows legalization, but Go Original Cyber Cafes can order additional Microsoft Office seats and Rental Rights.

25. What version of Microsoft Windows is included in the Go Original Cyber Cafe offer on October 1, 2009?

Microsoft Windows 7 is included in the Go Original Cyber Cafe offer. If the Go Original Cyber Cafe prefers to run Microsoft Windows XP Professional, the license includes the necessary downgrade rights.

26. What if an Go Original Cyber Cafe purchases Microsoft Windows Vista prior to Win7 being available? Will they be able to upgrade to Win7 at a discount when the license is available via the Go Original Cyber Cafe Offer?

No, there is no discount available at this time. However, the Go Original Cyber Cafe may continue take advantage of the attractive Microsoft Windows 7 pricing in the Go Original Cyber Cafe offer.

27. Why are you offering Microsoft Windows 7 with down gradable rights to XP? Isn't XP dead?

Microsoft's intention to offer the latest technology to Go Original Cyber Cafes is inherent in the delivery of Microsoft Windows 7. Due to limited hardware capabilities in many emerging market Go Original Cyber Cafes, Microsoft is offering downgrade capability to Microsoft Windows XP, so Go Original Cyber Cafes can still use a version of Microsoft Windows that fits the hardware they currently have.

28. I am an Go Original Cyber Cafe, How many agreements must I sign

You will sign one marketing agreement only, as physical copy.

The GGWA and GGWA supplementary agreement will be handed over in electronic format as part of the deliverables of proof of purchase.

29. Go Original Cyber Cafe offers are only limited to Microsoft Office and Microsoft Windows 7. What happens to our Win Server? Don't you think it's important that the *Cybercafe Program* covers all related Microsoft products?

The Microsoft Windows Small Business Server addresses your need for a Microsoft Windows Server and is already available at an attractive price point. You may purchase a Small Business Server license to use Microsoft Windows on your servers.

30. We don't need Microsoft Windows 7 now because some games do not work on Microsoft Windows 7. Why should we upgrade?

The current offer allows you to invest in Microsoft Windows 7 with a downgrade right two levels down. In effect you will be able to run Win Microsoft Xp with the same license.

31. THIS IS A ONE-TIME LEGALIZATION OFFER. WHAT IF THE GO ORIGINAL CYBER CAFE HAVE MULTIPLE BRANCHES, CAN THEY DO IT IN STAGES DUE TO CASH FLOW PROBLEMS?

The offer allows for legalizing 100% of the PCs in an Go Original Cyber Cafe in one go. So if an Go Original Cyber Cafe has multiple branches under the same registered name, they would need to procure licences for all the PCs simultaneously.

However, in case they are registered under different names reach of them can legalise separately. The particular branch however must legalise 100% of the PCs to avail this offer

32. CAN WE DO REPEAT ORDERS FOR GO ORIGINAL CYBER CAFES. CAN WE CONTINUE TO BUY NAKED PCS IN THE FUTURE AND LEGALIZE THIS WAY? THIS IS A CHEAPER OPTION.

No. This is a one-time legalization offer for all PCs and you agree to 100% genuine OEM preinstall moving forward. All future purchases would need to be on OEM pre-installed Microsoft Windows Licenses.

33. WHAT ARE THE BENEFITS OF THE DEFAULT SETTINGS?

All Go Original Cyber Cafes sign up for the marketing agreement and the resellers will come to their Go Original Cyber Cafe to assist them in installation of the default settings. These settings and the business tools (optional) are designed to help the Go Original Cyber Cafes provide a superior experience for their users and differentiate them from competitive Go Original Cyber Cafes. Towards this the resellers would install the default settings preferably on the master image.

We also believe that with this partnership and the continued value that Go Original Cyber Cafes realize here and in elsewhere in Asia, within a few months' Go Original Cyber Cafes would voluntarily want to continue with Microsoft default settings. They also hence take advantage of Digital Literacy, Steady state and such business management tools.

34. WHAT HAPPENS IF GO ORIGINAL CYBER CAFES STILL HAVE PIRATED OR UNLICENSED SOFTWARE ON THE PREMISES AFTER THEY SUBMIT A DECLARATION SAYING THEY ARE FULLY COMPLIANT?

In this case, the agreements will be considered invalid and a record will be kept of the untruthful declaration. Microsoft will work with the said Go Original Cyber Cafe to ensure the situation is rectified and all Microsoft software on the premises is properly licensed. Under statutory law, there are legal penalties involved in having and/ or using unlicensed software on the premises. Once the agreement is signed, Microsoft will have a right to visit the premises and audit the accuracy of the information.

35. WHAT HAPPENS IF MICROSOFT VISITS THE PREMISES OF THE GO ORIGINAL CYBER CAFE THAT SIGNED UP FOR THE PROGRAM TO CONDUCT AN AUDIT AND THE GO ORIGINAL CYBER CAFE "FAILS" THE AUDIT?

In this case, the agreements will be considered invalid and a record will be kept of the untruthful declaration. Microsoft will work with the said Go Original Cyber Cafe to ensure the situation is rectified and all Microsoft software on the premises is

properly licensed. Under *Malaysian* law, there are legal penalties involved in having and/ or using unlicensed software on the premises.

36. IF THE GO ORIGINAL CYBER CAFE OWNERS DO NOT MAINTAIN THE DEFAULT SETTINGS, HOW DOES MICROSOFT ENFORCES THAT?

    There will be regular audits done by the reseller to ensure that the marketing is being followed. They will also help reinstall the default settings.

37. HOW DO I ENROLL IN THE CYBERCAFE PROGRAM?

    Go to http://www.go-original.com.my/ and click "Sign up here" to request for a Microsoft Reseller to contact you/ to order. Microsoft Reseller will give you full details, make sure you are eligible for the program and explain how to join. The Microsoft Reseller will deliver and implement the software you need.

38. AFTER ENROLLING IN THE PROGRAM, CAN I STILL RETURN THE GO ORIGINAL CYBER CAFE LICENSES I PURCHASED EARLIER?

    No. A no return, no exchange policy will be implemented for the *Cybercafe Program*.

39. WHAT GO ORIGINAL CYBER CAFE GAMING APPLICATIONS ARE NOW RUNNING IN MICROSOFT WINDOWS 7? WHAT IF MY APPLICATION IS ONLY RUNNING IN MICROSOFT WINDOWS XP?

    Many popular games are already compatible on Microsoft Windows 7. In the case tha the game/application you wish to run has compatibility issues with Windows 7, Go Original Cyber Cafes may downgrade their Microsoft Windows 7 licenses to XP.

40. WILL YOU PROVIDE ADDITIONAL MICROSOFT SOFTWARE PROGRAMS IN THE CYBERCAFE PROGRAM SOON?

    Microsoft intends to increase the value of the Cybercafe Program over time with additional products and services that Go Original Cyber Cafes can offer to their customers.

41. WHAT IS THIS GETTING STARTED KIT

    The toolkit is a powerful combination of free software tools and guidance for optimizing shared computers especially in an Go Original Cyber Cafe environment that runs Genuine Microsoft Windows software. It does not require a server infrastructure to use. It simplifies the configuration of shared computers and provides new security features to defend against the common threats to shared computers, help protect user privacy between un-trusted users and reduce the time spent troubleshooting problems.

MICROSOFT AND MARKETS

42. IS THIS PROGRAM ABOUT STIFLING COMPETITION FROM LINUX SERVERS, OSS AND OPEN MICROSOFT OFFICE?

Microsoft's' customers have a choice on which software and services they use. We constantly innovate to give better value to our customers and have value-add offerings. We have listened to the market and have responded with offerings that we believe would add value to their business. We have had some fantastic feedback about this in our pilot tests and hence we listened to them and have innovated to meet their needs.

43. YAHOO! AND GOOGLE ARE ALSO COMPETING FOR THE GO ORIGINAL CYBER CAFE SPACE – ARE YOU LOSING MARKET SHARE IN GO ORIGINAL CYBER CAFES?

Competition is good for the industry and innovation. The fact that competition is also viewing the Go Original Cyber Cafe space validates Microsoft's strategy that Go Original Cyber Cafe is an important segment.

44. IS THIS THE FIRST STEP IN THE FIGHT BACK AGAINST GOOGLE AND YAHOO IN THE ONLINE SPACE BY FORCING USERS ONTO IE8?

As part of the Microsoft/ Go Original Cyber Cafe partnership whereby Go Original Cyber Cafes receive Go Original Cyber Cafe-specific tools and resources such as Windows Steady State, PC Refresh, Billing and Metering and Customer Registry tools and Marketing resources for free, Microsoft requests that Go Original Cyber Cafes sign a marketing agreement that requires default access to IE8, Hotmail and Messenger. This is no way limits the consumer's ability to use Google, Yahoo or other services they choose when they are using the Go Original Cyber Cafe PCs.

45. GO ORIGINAL CYBER CAFES USING LINUX AND OSS DON'T HAVE TO WORRY ABOUT SPECIAL PRICING AS IT'S ALL FREE. WHAT'S YOUR REACTION TO THAT?

Our customers always have a choice and they will exercise the choice. This is not a program about pricing but a long term partnership to help Go Original Cyber Cafes become profitable, better managed and offers a safe and rich computing experience to users.

46. WOULD MICROSOFT OFFICELIVE.COM AND SIMILAR BE WEB-ONLY BASED APPLICATIONS ARE CHEAPER AND BETTER FOR THESE BUSINESSES?

The Microsoft Offer is software plus services approach. By providing affordable desktop software to the Go Original Cyber Cafe – something they absolutely need to run the security, business management and content applications that are specific to Go Original Cyber Cafes, with services in Microsoft Live properties, Microsoft is able to deliver the best of both worlds to the Go Original Cyber Cafe.

47. IF OLPC, NCOMPUTING AND OTHER SUCH LOW COST OPTIONS ARE SUCCESSFUL, HOW RELEVANT WILL GO ORIGINAL CYBER CAFES BE IN THE FUTURE?

Microsoft believes that innovation to provide affordable technology to underserved people is worthy of admiration. We will continue to innovate in new ways to

address the underserved markets just as other companies will and where relevant, seek mutually beneficial partnerships.

LICENSING AND IP

48. WHAT IS THE BEST WAY TO PURCHASE/ LEGALIZE LICENSES FOR MICROSOFT WINDOWS AND MICROSOFT OFFICE? WHO IS SELLING THE GO ORIGINAL CYBER CAFE OFFER?

Microsoft Reseller partners, through regular commercial distribution, will sell and distribute the licenses to Go Original Cyber Cafes. You may contact the following authorized resellers to participatein the program.

Computer War Sdn Bhd 016 2057 188; 016 6636180

Esports Asia Sdn Bhd 03 9205 5200

Online E-club Management Sdn Bhd 03 9056 4855; 03 9059 6291country

Sendi Mutiara Multimedia Sdn Bhd 03 2141 7233 (ext.220)

49. HOW ARE THE LICENSE KEYS SENT?

The keys are sent in the license confirmation via email.The Go Original Cyber Cafe will use VLSC to manage their product downloads and appropriate keys for each of them. Towards this the Go Original Cyber Cafe will use their Open Agreement information to enter VLSC to download XP and the keys needed to activate it.

50. WHAT ARE TRANSFER RIGHTS?

Transfer rights are the ability to transfer the licenses/ keys associated with the product to a different owner of the PC/ infrastructure. In most cases licenses are attached to the base system only and hence are not transferable to other PC. I the case of an upgrade, replacement of the motherboard the license am not transferrable and cease to be valid on the new motherboard. These are the same rules for other commercial customers as the agreements are the same.

51. ARE THE LICENSES TRANSFERABLE?

No, the licenses are non-transferable.

This program is under the Open program, the same conditions that apply to a commercial Open program apply. Under the Commercial Open Program License Transfer policy, customers cannot transfer the license between desktops because GGWA is tied to the desktop.

The only case whereby license-transfer is allowed is when a merger/ acquisition have occurred of a Go Original Cyber Cafe that has Genuine Microsoft Windows with Rental Rights. According to the agreement, the customer (Go Original Cyber Cafe) can transfer licenses to an affiliate or to third parties in connection with a merger or transfer of ownership of its enterprise, if the desktops on which the licenses are run are being transferred. However, a customer cannot separate the license from the desktop. They can do a one-time all license transfer within companies (same region, under the same License authorization number. No partial transfer is allowed i.e. all licenses would be transferred to the new owner at one-go.

52. HOW DO GO ORIGINAL CYBER CAFES SHOW A PROOF-OF-PURCHASE OF A LEGAL LICENSE?

The following paragraph helps explain the criteria for verification of legal licenses.

If you have previously purchased genuine OEM preinstalled licenses, you should have the following for each of your PCs:

a. Microsoft Windows Desktop Operating System:
    i. Microsoft OEM License Edge-to-Edge Hologram CD-ROM Media
    ii. Certificate of Authenticity (COA) label stuck on the side of the PC machine
    iii. Original user manual, if applicable
    iv. Microsoft Windows Rental Rights covering all PCs (electronic order confirmation)
b. Microsoft Office Productivity Suite:
    i. Microsoft OEM License Edge-to-Edge Hologram CD-ROM Media
    ii. Certificate of Authenticity (COA) label stuck on the side of the PC machine
    iii. Original user manual, if applicable
    iv. Microsoft Office Rental Rights covering all PCs (electronic order confirmation)
    v. Dated original receipt for the genuine software and Rental Rights licenses

If you are purchasing through the current offers to get your existing PCs on genuine software, you should have the following for each of your PCs:

c. Microsoft Windows Desktop Operating System:
    i. GGWA covering all the remaining PCs that does not have a genuine OEM license (license agreement)
    ii. Microsoft Windows Rental Rights covering all PCs including those with genuine OEM licenses (electronic order confirmation)
d. Microsoft Office Productivity Suite:
    i. Open License Agreement Authorization Number covering all the remaining PCs that does not have a genuine OEM license (electronic order confirmation)
    ii. Microsoft Office Rental Rights covering all PCs including those with genuine OEM licenses (electronic order confirmation)
    iii. Genuine Microsoft Volume License Edge-to-Edge Hologram CD-ROM Media (optional)
    iv. Dated original receipt for the genuine software and Rental Rights licenses

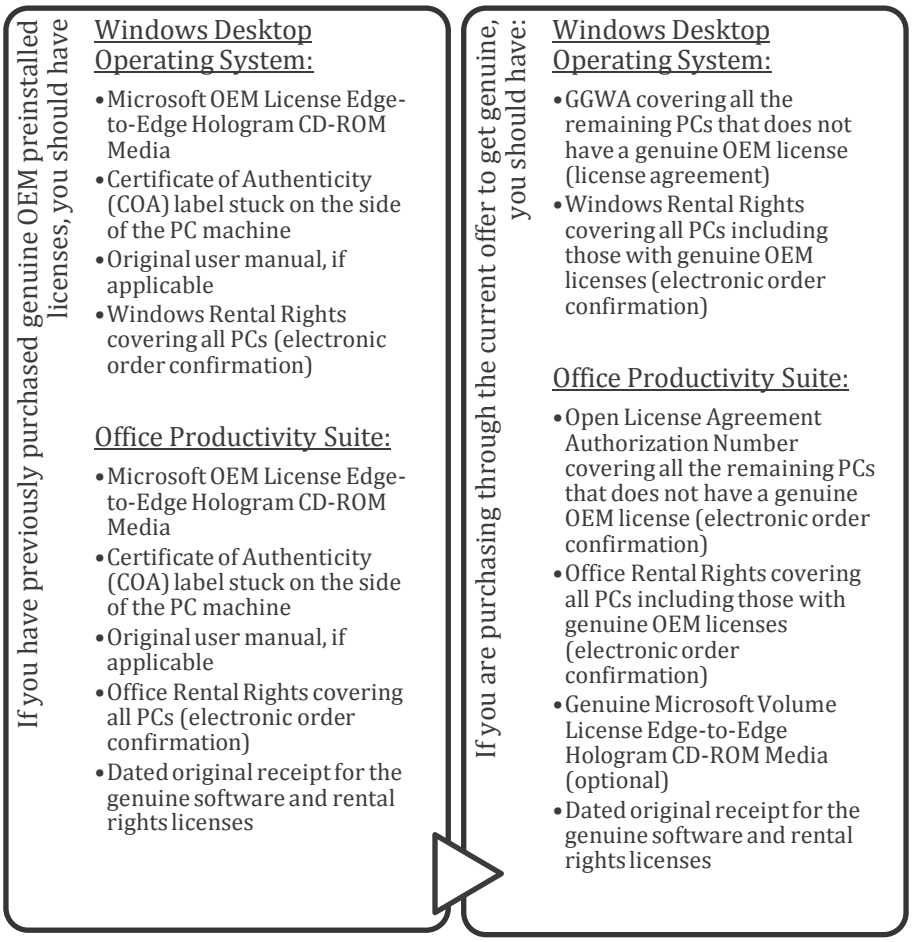
53. What is the best way to validate whether the current installed license is legal? What are the components required to prove genuine license ownership?

There are two steps to help you determine whether your version of Microsoft Windows is genuine.

Step 1: Use the online Microsoft Windows Genuine Advantage (http://www.microsoft.com/genuine) online validation to scan your product key or you can manually compare the anti-piracy features of the product you have with genuine software.

Step 2: Proof of purchase as described earlier.

54. What do the enforcement authorities look for when they conduct enforcement action or Microsoft when they conduct the audit?


If you have previously purchased genuine OEM preinstalled licenses, you should have
Windows Desktop Operating System:
• Microsoft OEM License Edge-to-Edge Hologram CD-ROM Media
• Certificate of Authenticity (COA) label stuck on the side of the PC machine
• Original user manual, if applicable
• Windows Rental Rights covering all PCs (electronic order confirmation)
Office Productivity Suite:
• Microsoft OEM License Edge-to-Edge Hologram CD-ROM Media
• Certificate of Authenticity (COA) label stuck on the side of the PC machine
• Original user manual, if applicable
• Office Rental Rights covering all PCs (electronic order confirmation)
• Dated original receipt for the genuine software and rental rights licenses
If you are purchasing through the current offer to get genuine, you should have:
Windows Desktop Operating System:
• GGWA covering all the remaining PCs that does not have a genuine OEM license (license agreement)
• Windows Rental Rights covering all PCs including those with genuine OEM licenses (electronic order confirmation)
Office Productivity Suite:
• Open License Agreement Authorization Number covering all the remaining PCs that does not have a genuine OEM license (electronic order confirmation)
• Office Rental Rights covering all PCs including those with genuine OEM licenses (electronic order confirmation)
• Genuine Microsoft Volume License Edge-to-Edge Hologram CD-ROM Media (optional)
• Dated original receipt for the genuine software and rental rights licenses

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55. What if I have lost my license / COA / OEM hologram CD?

If you have lost any / all components of your license ownership documentation:

We recommend you lodge a police report immediately. While the police report is a good interim solution, we do advise that the fail-proof solution is to re-purchase the necessary component (if applicable) or a new license. Please ensure you keep the rest of the license ownership components safe i.e. dated receipt/ invoice, original user manual etc.

56. Can I make photocopies of the COA sticker and keep just that without sticking it on the PC?

The original COA stickers MUST BE STUCK on the PCs and CANNOT BE PHOTOCOPIED. Not sticking the COAs on the PCs is a violation of the Microsoft license agreement and the Go Original Cyber Cafe in question will not be considered "compliant".

57. CAN I TRANSFER MY MICROSOFT WINDOWS OPERATING SYSTEM OEM LICENSE FROM MY OLD PC TO MY NEW PC / FROM ONE GO ORIGINAL CYBER CAFE TO ANOTHER?

No, you can't as OEM license is not transferable.

58. CAN I BUY A MICROSOFT OFFICE 2007 PROFESSIONAL PLUS OEM LICENSE FOR MY EXISTING PC?

OEM license for Microsoft Office can only come pre-installed with a NEW PC and CANNOT be transferred. You would need to purchase Microsoft Office 2007 Professional Plus through Open License if you already have existing PCs.

59. WHY CAN'T GO ORIGINAL CYBER CAFES PURCHASE THE MICROSOFT OFFICE 2007 PROFESSIONAL PLUS HOME AND STUDENT EDITION LICENSE FOR USAGE SINCE THE END USERS ARE MOSTLY STUDENTS ANYWAY?

The Microsoft Office 2007 Professional Plus Home and Student Edition is not authorised for business or school use/ academic use. It is only intended for students/ teachers in a non-commercial home environment and cannot be used in any revenue generating business activity.

60. HOW DO WE ACQUIRE THE MEDIA KITS?

The relevant (Microsoft Windows Microsoft Xp, Microsoft Windows 7 or Microsoft Office 2007 Professional Plus) Media kit may be purchased accordingly by ordering the appropriate feature-codes for the country of purchase.

61. CAN MICROSOFT WORD AND MICROSOFT EXCEL FROM THE SAME MICROSOFT OFFICE LICENSE BE INSTALLED ON 2 DIFFERENT COMPUTERS?

No, each desktop requiring usage of Microsoft Office or any of its components needs one license each on the corresponding desktop.

62. CAN MICROSOFT EXCEL APPLICATION (SPREADSHEET) IN MICROSOFT OFFICE BE PLACED AND ACCESSED REMOTELY VIA A SERVER FROM VARIOUS DESKTOPS WITH JUST ONLY ONE MICROSOFT OFFICE LICENSE ON THAT SERVER?

Microsoft Office suites are not licensed by Client Access Licenses (CALs) or Run Time License. Each desktop requiring usage of Microsoft Office or any of its components needs one license each on the corresponding desktop i.e. if you have 5 desktops accessing Microsoft Excel; you require 5 licenses of Microsoft Office.

63. WHAT DO I DO IF I SUSPECT I HAVE BEEN SOLD A PIRATED COPY OF MICROSOFT SOFTWARE?

You can report piracy to any one of these organizations:

Microsoft (Malaysia) Sdn Bhd

For Domestic Call: 1800 88 6295

For Calls Outside of Malaysia: +603 7712 4671 or +001 8006 4276 738
URL: http://www.microsoft.com/malaysia/genuine/

BSA Malaysia
BSA *Country* Anti-Piracy Hotline: 1-800-887-800
URL: www.bsa.org/malaysia

Ministry of Information and Trade
MIT Anti-Piracy Hotline: 1-800-886-800

64. CAN MICROSOFT WINDOWS BE PLACED AND ACCESSED REMOTELY VIA A SERVER FROM VARIOUS DESKTOPS WITH JUST ONLY ONE MICROSOFT WINDOWS LICENSE ON THAT SERVER?

Microsoft Windows operating systems are not licensed by Client Access Licenses (CALs) or Run Time License. Each desktop requiring usage of Microsoft Windows or any of its components needs one license each on the corresponding desktop i.e. if you have 5 desktops accessing Microsoft Windows; you require 5 licenses of Microsoft Windows.

65. CAN MICROSOFT WINDOWS 7 PROFESSIONAL OEM LICENSE BE DOWNGRADED?

Yes, Microsoft Windows 7 Professional can be downgraded.

66. CAN WE CONTINUE TO USE OUR XP HOME AND MICROSOFT OFFICE HOME AND STUDENT? IF NOT WHY?

Microsoft Xp Pro, Microsoft Vista Professional or Microsoft Windows 7 Pro is the only version of software that can be used to rent-out in conjunction with Rental Rights Agreement. Consequently, you may be required to migrate / invest in Microsoft Windows Microsoft Xp. This is available at as a down gradable option, when you purchase Microsoft Windows7. We are also extending a promotional offer to help you in this transition.

67. I AM AN INTERNET CAFÉ AND THE EXISTING PCS HAVE GOT DAMAGED IN A "FIRE, EARTHQUAKE, ANY OTHER FORMS OF FORCE MAJEURE". CAN I "RE-INSTALL" THEIR GGWA LICENSES ON THE NEW DESKTOPS?

No. The OS license is tied to the PC and the "Customer agrees that all Desktops it acquires after the Effective Date will be acquired with a full and genuine version of a Desktop operating system." (Go Original Cyber Cafe Supplement)]

GGWA licenses for Go Original Cyber Cafes act in the same way as OEM pre-installed licenses here in that it is tied to the PC. So if they are buying a new PC to replace the old one (assuming with a new motherboard), a new OEM license should be purchased pre-installed to cover the base OS license. However the Rental Rights can be transferred to these new PCs. As part of the Go Original Cyber Cafe agreement they sign up to, they agree to a one-time legalization offer (GGWA, Microsoft Office Pro) and then moving ahead they are agreeing to purchase genuine OEM pre-installed for all their new PCs at the regular price. This would apply for act of Gods, if PCs are stolen or vandalized and need to be replaced for any reason etc.

68. GO ORIGINAL CYBER CAFE BOUGHT GGWA LICENSES FOR EXISTING PC'S TODAY AND DECIDES TO UPGRADE/ REFRESH THEIR HARDWARE. CAN THE GO ORIGINAL CYBER CAFE RE-INSTALL THE GGWA LICENSES IN THE NEW PC'S?

OS license is tied to the PC on which it was installed. However, a new OS license is required when the motherboard is replaced.

GGWA licenses for Go Original Cyber Cafes act in the same way as OEM pre-installed licenses here in that it is tied to the PC. So like OEM if they are changing more than the 5 components and/ or the motherboard, it means they are really changing the entire PC vs. just upgrading it. Therefore a new OEM license should be purchased pre-installed to cover the base OS license.

69. AN EXISTING PC'S IS AFFECTED BY VIRUS ATTACK AND RENDERED DEFECTIVE. CAN THE GO ORIGINAL CYBER CAFE RE-INSTALL THE GGWA LICENSES IN THE SAME PC'S OR THE REPLACEMENT PC?

The OS can be re-installed on the same PC but a replacement PC requires a new OS license.

70. WILL THE LICENSES EXPIRE?

Microsoft Windows OS: Licenses are tagged to the life of the PC. The license expires when the C is upgraded with a new motherboard, in which case new OEM licenses would need to be purchased.

Microsoft Office: Licenses have no expiration.

71. CAN I PURCHASE JUST MICROSOFT WINDOWS OS LICENSES OR JUST MICROSOFT OFFICE LICENSES?

Yes. However, please be advised that the Go Original Cyber Cafe can only avail of the program for Microsoft Windows once.

RENTAL RIGHTS RELATED

72. WHAT ARE RENTAL RIGHTS AND WHY DO GO ORIGINAL CYBER CAFES NEED TO PURCHASE THEM?

Rental rights apply to all customers that enable third party usage, whether it's for multi-year agreements (as in enterprise leasing) or for a few minutes (as in Go Original Cyber Cafes or airport Kiosks). The governing principle is the use of the Software with no license transfer at the end of the agreement.

Go Original Cyber Cafes that provide computing experiences to third parties are required to acquire a Rental Rights license to operate under compliance. The use rights in the license restrict an Go Original Cyber Cafe from acquiring Microsoft Licenses and rent them to consumers whether it's for a fee or for free. A transaction is not necessary to violate the use rights. Go Original Cyber Cafes benefit from rental licenses since they can acquire the corresponding number of licenses for every device they are using in the facility. These licenses are perpetual, one time only transactions that enable the operator to service their customers under a fully legal and compliant solution.

73. WHAT IS THE MICROSOFT RENTAL RIGHTS AGREEMENT

Under the current Microsoft Licensing terms (OEM, Full Packaged Product and Open License), there is no right to allow a 3rd party other than the customer to use Microsoft software. This means that even after purchasing genuine Microsoft software, you will not legally be able to "rent-out" the use of Microsoft software. However we understand that in an Go Original Cyber Cafe scenario, you do this regularly and therefore would be "in breach" of your license agreement with Microsoft. The Microsoft Rental Rights Agreement for Go Original Cyber Cafes seek to rectify this and provide a right to Go Original Cyber Cafe owners like yourself to allow 3rd parties to "legally" use Microsoft software.

At present, the agreement only provides a right to rent-out the use of Microsoft Windows® operating system and Microsoft Office applications. No other applications are included at this time. To obtain this right to use the Microsoft Windows operating system and applications under this agreement, Go Original Cyber Cafe owners are required to purchase the relevant Microsoft Rental Rights SKUs being sold with this offer.

74. WHY HAS MICROSOFT ONLY INTRODUCED THIS RENTAL AGREEMENT FOR GO ORIGINAL CYBER CAFES NOW?

Through feedback from our Go Original Cyber Cafe customers, Microsoft decided to develop a specific program to address the growing need.

75. WHY DOES PREVIOUS GO ORIGINAL CYBER CAFE RENTAL RIGHT HAVE EXPIRY DATES? IS THAT MICROSOFT WAY SQUEEZING MORE $ FROM THE GO ORIGINAL CYBER CAFES BY ASKING THEM TO BUY MORE PRODUCTS TO STAY COMPLIANT?

Quite the contrary. In the previous versions, the EULA did not provide for renting out of the software. Consequently the alternative was to purchase MSRA that cost at approximately US$17/ per/ PC per year.

Towards that we had offered a special one year exception on MSRA where the Rental Rights were offered at no additional charge for one year. We received feedback told that this is both operationally cumbersome as well as expensive to renew annually. So we have now simplified the MSRA program with RRA that is both affordable and comes with a one-time perpetual license.

76. WHY ARE RENTAL RIGHTS STOCK-KEEPING UNITS (SKUS) AVAILABLE ONLY FOR THE MICROSOFT WINDOWS® OPERATING SYSTEM, MICROSOFT OFFICE 2007AND MICROSOFT OFFICE PUBLISHER?

Microsoft Windows, Microsoft Office 2007and Microsoft Office Publisher 2007 account for more than 90 percent of desktop PC operating systems and applications in the rental market. As customer needs and requirements expand and market demand grows for additional applications, Microsoft will evaluate adding other product Rental Rights SKUs.

77. HOW COME ALL EDITIONS OF MICROSOFT WINDOWS AND MICROSOFT OFFICE 2007, INCLUDING HOME OR CONSUMER EDITIONS, ARE NOT INCLUDED IN THE RENTAL RIGHTS LICENSING PROGRAM?

Most commercial customers who are renting and leasing PCs require full functionality that the home products do not have. As the Rental Rights licensing pilot progresses and the model becomes available worldwide, we will evaluate adding rental product SKUs.

78. WHY ARE THESE SKUS NOT AVAILABLE IN MICROSOFT ENTERPRISE AGREEMENT (EA), MICROSOFT OPEN VALUE, OR SUBSCRIPTION LICENSING PROGRAMS?

Rental Rights licenses do not qualify for Software Assurance coverage when purchased by primary customers. Because Enterprise Agreement and the Open Value Agreement both include Software Assurance coverage, Rental Rights SKUs cannot be purchased through these programs. While Software Assurance is not available to the primary customer purchasing the Rental Rights licenses, the user that rents the PC may acquire Software Assurance through their own Volume Licensing agreement. Also, Rental Rights licenses are not available through Microsoft Subscription programs because the agreements are perpetual.

79. WHY IS THE PRIMARY CUSTOMER WHO BUYS THE RENTAL RIGHTS NOT ELIGIBLE FOR SOFTWARE ASSURANCE?

Software Assurance is not available to primary customer Rental Rights license holders because the use model does not permit certain Software Assurance benefits,

such as virtualization, remote boot and multi-tenancy. However, customers can qualify rented PCs and add Software Assurance under their Volume Licensing agreement.

80. Does the cost of Rental Rights licenses go down with the volume purchased?

No. Rental Rights licenses are purchased at a static price level based on a single price point for both the Open Agreements and the Select License Agreement and Select Plus Agreement.

Microsoft has fixed the price for Rental Rights licenses to make the transaction consistent with PC purchases and license forecasting. We believe that rental in perpetuity should be based on one fixed price to make the transaction consistent with PC purchases and forecasting. This fixed pricing is more consistent with customer buying behavior and more closely follows current rental business models.

81. Why is the price for the Rental Rights SKUs 17 percent* of an existing license/upgrade?

17 percent is the rental only equivalent price through the Services Provider License Agreement (SPLA) program. The price is based on the Volume Licensing foundation of Licenses & Software Assurance (L&SA), so price consistency is maintained across all programs.

*Based on pricing from Microsoft to qualifying distributors and resellers. The reseller, not Microsoft, determines the actual customer pricing.

82. I currently lease my PCs from an original equipment manufacturer (OEM). Do I need to acquire Rental Rights licenses?

No. OEMs are permitted to lease PCs to customers under the terms outlined in the OEM Microsoft Desktop Operating System (DTOS) License Agreement.

83. What is the difference between Rental Rights SKUs and licensing products under the Microsoft Services Provider License Agreement (SPLA)?

SPLA is for very specific business models and enables services providers and independent software vendors (ISVs) to license Microsoft licensed products on a monthly basis more than a three-year agreement term and to use these products to provide software services and hosted applications to their customers. With Rental Rights SKUs, organizations can gain Rental Rights licenses for the operational lifetime of each PC through a simple, one-time transaction.

84. When do I choose SPLA and when do I choose Rental Rights?

The new Rental Rights SKUs offer three key benefits:

Easy to manage: Single transaction with no renewals or monthly payments.

No expiration: Rental Rights are perpetual. No time-based expiration or reporting is required.

Easy to acquire: Select License, Select Plus and Open License Volume Licensing programs are more broadly available than SPLA.

85. WHAT SHOULD I DO IF I ALREADY HAVE A SPLA AGREEMENT?

The introduction of Rental Rights licenses represents a fundamental change in the business model. We recommend that PC rental companies evaluate their needs and work with their partners to determine the best solution for them. Microsoft will have on-boarding guidance for current customers who choose to transition to Rental Rights licenses.

86. WHEN I BUY A NEW PC, I CAN TRANSFER MY MICROSOFT OFFICE 2007 LICENSES. CAN I ALSO TRANSFER MY MICROSOFT OFFICE 2007 RENTAL RIGHTS LICENSES?

No. Rental Rights SKUs are device-based and non-transferable.

87. HOW DO I ASSIGN MY RENTAL LICENSES?

One Rental Rights license is required for each license of the Microsoft Windows XP Professional or Microsoft Windows 7 Business operating system. The same licensing model applies to Microsoft Office Professional 2007, Microsoft Office Professional Plus 2007and Microsoft Office Publisher 2007.

88. HOW DO I COUNT THE NUMBER OF RENTAL RIGHTS LICENSES I NEED?

The number of Microsoft Windows Rental Rights licenses must equal the number of Microsoft Windows license SKUs acquired through OEM, FPP, or Get Genuine Microsoft Windows Agreement (GGWA) for rental purposes. The number of Microsoft Office Rental Rights licenses needs to equal the number of Microsoft Office licenses used in a rental business model. Any PC rental true-ups in Microsoft Windows, Microsoft Office 2007and/or Microsoft Office Publisher 2007 licenses must also be assigned a Rental Rights license.

89. HOW DO I BUY MORE RENTAL RIGHTS LICENSES?

Rental Rights licenses are available through the Open License, Select License and Select Plus Volume Licensing programs.

90. WHY IS MICROSOFT PILOTING RENTAL RIGHTS LICENSING IN ONLY SELECTED COUNTRIES?

The pilot countries have a variety of business models that rely on PC rentals. These scenarios are well-distributed across the selected markets and give Microsoft helpful feedback and analysis of the Rental Rights licensing program.

91. HOW WERE CUSTOMERS MANAGING RENTAL COMPLIANCE BEFORE?

Some customers comply by using a Microsoft SPLA, but the majority of customers who rent PCs do not comply with Microsoft licensing.

92. I HAVE BEEN RUNNING A RENTAL BUSINESS FOR YEARS AND MICROSOFT HAS NEVER ENFORCED THESE USE RIGHTS. WHY IS THIS SUDDENLY CHANGING?

Nothing has changed about the use rights that your product licenses provide. What is changing is that the rental business model is becoming increasingly prevalent, so

Microsoft is introducing a new way for you to get the license rights you need to remain compliant. With the Rental Rights SKUs, PC rental customers can achieve licensing compliance with a single transaction that covers the operational lifetime of their licensed rental devices.

93. How will Microsoft enforce these Rental Rights?

It is critical that Microsoft helps customers' license technology without compromising their current business models. Recognizing that businesses want to operate in compliance and noticing an increase in SPLA demand and temporary rental right grants, Microsoft has created a simplified licensing policy designed specifically for the needs of our PC rental customers.

Microsoft licensing relies heavily on a trust model. We expect that customers provide accurate counts of their PC numbers and Microsoft Office 2007 and Microsoft Office Publisher 2007 licenses and subsequently match those with the number of Rental Rights SKUs they order.

While Microsoft works with several industry associations, governments and other organizations that enforce Intellectual Property protection laws, we are not a license compliance enforcement agency. However, public and private organizations worldwide are focusing more intensely on combating piracy because of its global economic impact. As a result, users of improperly licensed Microsoft software are increasingly at risk for legal action. The PC rental market is known to have significant non-compliance with the terms of the license rights. And just as PC rental companies try to protect their customers from the threat of legal action for non-compliance, we want to help protect our customers. Providing a simple way for customers to get compliant is part of that effort.

94. Why not change the license rights to allow customers to rent the software? Is this just a way to squeeze more money out of customers?

The way software licenses are priced is determined by how the software is used. In the case of rental PCs, Microsoft is providing not only the value of the Product Use Rights (PUR), but also the value to the rental company who is in turn renting those use rights to their customers to make money for their business. This additional value is not accounted for in the regular license. The Rental Rights license offers an easy way to add value to the product license through a simple, one-time transaction.

95. Does this make Microsoft licensing more complex?

Actually, the additional Rental Rights SKUs can help make it easier for PC rental customers to achieve Microsoft licensing compliance. They are easily available through the Microsoft Open License, Microsoft Select License and Microsoft Select Plus Volume Licensing programs and are purchased as a one-time, per-device transaction.

96. I READ THAT THE SPLA PROGRAM WILL NO LONGER SUPPORT PC RENTAL COMPANIES SINCE SPLA WILL LOSE RENTAL RIGHTS IN OCTOBER 2009. DOES THIS MEAN RENTAL RIGHTS WILL NO LONGER BE SOLD THROUGH SPLA?

The SPLA program will lose Rental Rights programmatically but the option for managed PCs will continue to be available by amendment only.

97. WHAT IF THE GO ORIGINAL CYBER CAFE CHOOSES NOT TO BUY THE MICROSOFT RENTAL RIGHTS AGREEMENT AT ALL?

These Go Original Cyber Cafes would not be able to allow 3rd parties to use ("rent-out") the software license that they own even if it is genuine. Should they still carry on their business as usual and rent out Microsoft Windows and Microsoft Office software license, they would be considered "illegal". Microsoft would not be able to protect them against any legal action the authorities undertake.

98. IF GO ORIGINAL CYBER CAFES ALREADY HAVE GENUINE MICROSOFT SOFTWARE LICENSES, MUST THEY STILL BUY THE RRA?

Yes, Go Original Cyber Cafes must submit the agreement even if they already have genuine Microsoft software licenses as the agreement allows 3rd parties to use ("rent-out") of the software license that they own. Should they still carry on their business as usual and rent out Microsoft Windows and Microsoft Office software without submitting the agreement, they would be considered "illegal". Microsoft would not be able to protect them against any legal action the authorities undertake.

99. WHAT HAPPENS IF THE GO ORIGINAL CYBER CAFES ADDS ON NEW PCS OR UPGRADE THE MICROSOFT SOFTWARE ON EXISTING PCS AFTER THEY BUY THE RRA THIS ROUND?

Go Original Cyber Cafes would need to purchase all new PCs with genuine OEM licenses. At that time they may order for the additional RRA SKUs along with the new PCs.

100. DOES THE SOFTWARE RENTAL AGREEMENT MEAN A SUBSCRIPTION PAYMENT METHOD?

No, this agreement (RRA) is a onetime perpetual license for enabling Go Original Cyber Cafe to rent out the PCs to the users.